

BSBLDR403 LEAD TEAM EFFECTIVENESS ASSESSMENT SUMMARY

The assessment activities for *BSBLDR403 Lead team effectiveness* cover all aspects of the unit of competency required. To demonstrate competence in this unit, a participant must undertake all tasks and complete them satisfactorily and consistently. For Apprentices and Trainees, this includes employer completion of the Employer Record Book (ERB).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be equitable, fair and flexible. If a participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, who should note such arrangements in the 'Assessor Comments' on the affected assessment. If a participant feels they are not yet ready to be assessed, they should discuss their options with their Trainer/Assessor.

To satisfactorily complete the assessment, the participant is required to answer all questions correctly and demonstrate their skills to industry standards. If a participant does not answer some questions or perform some tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency. The Trainer/Assessor is able to provide the participant with additional information on interpreting the assessment outcomes and provide guidance on the participant's options. Should a participant still be deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result.

By signing the cover page for each assessment item, the participant acknowledges they understand the assessment instructions and requirements and consent to being assessed. The participant also verifies and assures the RTO that the work submitted is their own work.

Participant Name	Tess Veldink
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Task	Assessment Results	
Theory Exam	☐ Satisfactory	☐ Not Yet Satisfactory
Practical Assessment	☐ Satisfactory	☐ Not Yet Satisfactory
Outcome for Unit of Competency	☐ Competent	☐ Not Yet Competent

Assessor Name	
Assessor Signature	
Unit Competence Determination Date	Click here to enter a date.

BSBLDR403 LEAD TEAM EFFECTIVENESS

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
- Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that this is your own work.
- Assessors are to complete marking in pen of a different colour to the Participant.
- If a Participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
 - If a Participant changes their response in writing, they must put their initials next to the written change.
 - If a Participant changes their response verbally, this must be noted on the exam paper by the assessor.

Participant name Tess Veldink

Participant signature Tess Veldink

Date 3/11/2019

Assessor name Brendan Hawes

Assessor signature

Date 20/11/2019

Number of questions	Number of questions answered correctly	Task outcome (Tick)	
23		Satisfactory	Not Yet Satisfactory
		☐	☐

ASSESSOR COMMENTS

- Q1. Identify a team that may exist in the workplace. Consider the purpose of the team, its goals and objectives. Name and describe the roles and responsibilities for at least three (3) team members. Finally, identify at least one (1) method that will assist with monitoring progress towards the team goals.**

Answer

Point	Detail		
Team purpose	The purpose of an administration team is to provide support to the overall organisation/business. It's a vital component of any business to ensure it runs smoothly and also adds to the success of the organisation/business.		
Goals and objectives	- Goal: Assisting Project Managers/Supervisors with administration tasks e.g. Invoicing, Payment Schedules, Progress Claims - Objectives: Effective communication, organising current and future workload, being able to identify issues/mistakes made and how to avoid them again		
Team members	Role	Description	Responsibilities
	1	Reception	- Ensure all invoices/credits are processed daily and give to the correct people. - Ensure all customer and client inquiries are attended to
	2	Accounts Payable	- Ensure all invoices are received back from projects approved and on their due date. Ensure to follow up Reception and Projects if invoices aren't received back
	3	Chief Financial Officer	- Ensure the final figures of payment runs are correct. Including Payment Schedules, Progress Claims and Retention. - Ensure there are no issues or mistakes with figures.
Progress monitoring	1. Weekly meetings with all team members to identify workload and challenges 2. EOM reporting will also be able to identify issues/mistakes made and see the financial stability of the organisation.		

- Q2. True or False (Tick your response): A team leader is more of a mentor than overseer who checks work.**

Answer

☒	True
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☐	False
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Q3. Match the leadership styles and definitions by writing the appropriate letter next to each number in the centre column.

Answer

Style		Answers
1	Authoritarian	1 -
2	Democratic	2 -
3	Laissiz-Faire	3 -

Definition	
A	Leaders who let the team function without much interference
B	Leaders who fully control their team
C	Leaders who try to include everyone in the decision-making process

☐

Q4. Why is it important for team leaders to include team members in the planning process?

Answer	Its important for team leaders to include team members in the planning process because it improves the team practises through innovation of the organisations process and requirements. It also improves productivity through the quality and effort put into tasks	☐
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Q5. For each of the listed activities in the table below, identify two (2) methods that team leaders can use to involve team members.

Answer	Activity	Method/s to involve team members	
	Goal setting	1. Providing incentives e.g. receiving awards, vouchers 2. Brainstorming ideas collaboratively	☐
	Decision making	1. Open communication – Giving the team members the opportunity to reflect and discuss openly 2. Encourage team participation for an end result	
	Work allocation	1. Discuss who has the best skills/qualification for the task 2. Discuss the workload, and decide who has the capacity to take on which tasks	

Q6. True or False (Tick your response): Diverse teams produce more creative results than teams in which members are from a similar background.

Answer	☒	True	☐
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False

Q7. Provide two (2) examples of how the knowledge, skills and background of team members can enhance team practices.

Answer Knowledge, skills and background can enhance the team practises because the members of the team are able to;

1. Have a deeper knowledge of their own tasks and other members tasks
2. Assist in teaching/helping others with tasks they may not understand fully



Q8. Provide two (2) reasons that responsibilities must be carefully delegated within the work team.

Answer Responsibilities that must be carefully delegated within the work team are;

1. Skills and experience – allocate work to team members according to their and abilities.
2. Group dynamics – don't force working groups that could cause conflict. Ensure work is fairly delegated



Q9. Describe what innovation brings to the workplace. Provide one (1) example of innovative practice.

Answer An innovative practice in the workplace is providing awards/incentives to promote safety awareness and safe work culture. These incentives encourages everyone in the organisation to get involved and think outside the box



Q10. Explain how encouraging team members to assist each other in undertaking their roles and responsibilities can improve productivity.

Answer Team members should assist each other to undertake their roles and responsibilities because it allows for the individual to;

- Improves morale, self esteem and outcomes
- Improves the understanding of other teams members roles and,
- Provides more responsibility for the individual and makes their work more meaningful



Q11. Which of the following are likely outcomes from involving team members in all aspects of a job? Tick all that apply.

Answer

Choice	Possible Answers
☐	Causes members to resent the team
☒	Makes the work more meaningful
☒	Improves self-esteem of team members
☒	Improves team morale
☒	Team members take more responsibility for their individual work

☐

Q12. Explain how providing feedback to team members can encourage and motivate team members – building trust and positive working relationships.

Answer

A valued team member will inspire to do better and keep working towards the individual/group goals and become more focused, motivated and innovative towards their roles.

☐

Q13. Identify one (1) issue, concern or problem that may be identified by team members. Describe the signs that you would recognise to identify the issue and how the matter could be resolved by internal team negotiation.

Answer

Question	Response
Signs	- Unmotivated - Not finishing tasks in a timely manner/forgetting about tasks - Uncharacteristically quiet & reserved
Solution via negotiation	- Understanding their problem - Taking a health & wellbeing day - Team Leader/ Team members assisting with tasks that have fallen behind - Team leader to schedule another catch up with the team member struggling

☐

Q14. Identify one (1) issue, concern or problem that would need to be resolved by an external party. Describe the signs that you would recognise to identify the issue and who the matter should be referred to.

Answer

Question	Response
Signs	- Not taking constructive criticism (taking the criticism personally) - Not finishing tasks in a timely manner/forgetting about tasks - Becoming angry/rude to people in the organisation
Referred to	- Counselling - Workplace Workshops



Q15. Identify three (3) ways that the team leader can serve as a role model to, and motivate, the team.

Answer

1. Mentor – an experience and trusted person
2. Advisor - giving advice in a particular area
3. A team member themselves – ensuring that their work contributes to the team



Q16. For each of the following areas, provide one (1) example of how the team leader's contributions to the work team can enhance the organisation's image:

- Internally, within the work team and the organisation
- Externally, with clients/customers

Answer

Question	Response
Within the work team and organisation	Show the rest of the organisation the team is organised and everyone understands their roles
With clients and customers	Inquiries/questions get closed out quickly for clients and customers. This shows that the organisation is organised and they are our number 1 priority



Q17. Provide three (3) communication methods that a team leader may encourage the team to use and situations that each communication method would be suitable for.

Answer

Method	Suitability
Microsoft Team	- Discuss the team social calendar/organising events
Email	- Following up/ initiating new tasks
Meetings	- Discussing workload/multiple tasks with multiple team members and or other team from different areas



Q18. Identify two (2) ways that the team leader can maintain open communication with management.

Answer

1. Having regular meeting between team leader and management.
2. Reporting back to management on a day-to-day basis.



Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer

- Underperformance – The team leader might have to be more involved with guiding the team and may have to look at expected level of performance.
- Review of company policies and procedures – These might not be up to standard due to changes in the government standards



Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer

- Provide additional training – this training could be internal or external to improve performance.
- Review of the new policies and procedure – Ensure everyone in the team reads the reviewed policies and team leader could discuss the changed in a meeting



Q21. Identify two (2) issues, concerns and problems related to the team that may be raised by management back to the team.

Answer

1. The organisation becoming quiet, not having a lot of projects. Therefore there wouldn't be enough work in the office. e.g admin tasks
2. Errors and mistakes in EOM reporting

☐

Q22. For the matters raised in Q21. , identify how the team leader could ensure follow-up action is taken.

Answer

1. Ensure everyone in the team has their days filled. If not, the team members knows to go to the team leader for extra work.
2. Team leader should ensure everyone is confident in their tasks so there are no issues for mistakes that could reach management.

☐

Q23. Describe one (1) situation where the team leader may have to negotiate with management on behalf of the team.

Answer

A team leader may have to negotiate budgets for the team e.g. social event budgets (Christmas parties, mid year dinners)

☐

BSBLDR403 LEAD TEAM EFFECTIVENESS

PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name, signature and date of assessment.
 - The Participant's signature acknowledges that the Assessor provided clear instructions and the Participant understood what was required to complete this assessment.
- The Assessor may substitute a Practical Task with an alternate task of equal value.
 - Alternate tasks must be fully documented by the assessor in the Assessor Comments area.

Participant name Tess Veldink

Participant signature Tess Veldink

Date 19/11/19

Assessor name _____

Assessor signature _____

Date Click here to enter a date.

Task	Task outcome (Tick)	
	Satisfactory	Not Yet Satisfactory
Task 1 (Occasion 1)	☐	☐
Task 1 (Occasion 2)	☐	☐

ASSESSOR COMMENTS

BSBLDR403 LEAD TEAM EFFECTIVENESS

Practical Task 1 (2X)

Description of task:

On two (2) occasions, a suitable observer is to verify the participant's ability to lead team effectiveness, including:

- Developing a team work plan that provides –
 - Documentation of how it was generated and how it will be monitored
 - Incorporation of innovation and productivity measures
- Communicating with team members and management to –
 - Identify and establish the team purpose, roles, responsibilities, goals plans objectives
 - Consult, encourage, support and provide feedback
 - Model team leadership behaviours and approaches
 - Resolve problems

The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. Evidence to be submitted may include:

- Meeting minutes (e.g. subcontractor meeting, HSE committee meeting)

The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document.

Resources required:

Nil

Assessment of task

Name of participant:	Tess Veldink		
Name of observer:	Brendan Hawes		
Role of observer (Confirm suitability to sign)	Colleague - CEO		
Email address of observer	reception@bluestarcorporate.com.au		
Signature of observer:			
Date:	19/11/2019		
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.		
	1 st Occasion	2 nd Occasion	
1.A. Lead and consult with the team to document work plan, incorporating: • Team purpose, roles, responsibilities, goals, plans and objectives • Innovation and productivity measures • Notes on how the work plan was generated and how it would be monitored	☒	☐	
1.B. Lead team to develop cohesion, including: • Providing opportunities for input of team members into planning, decision making and operational aspects • Encouraging and supporting team members to take responsibility for own work and to assist each other • Providing feedback to team members to encourage, value and reward individual and team efforts and contributions	☒	☐	

1.A. Participate in and facilitate work team, including: • Leading and supporting team members in meeting expected outcomes, through delegation and work allocation • Actively encouraging team members to participate in and take responsibility for team activities and communication processes • Giving the team support to identify and resolve problems, issues and concerns • Acting as a role model to enhance the organisation's image	☒	☐
1.B. Maintain open communication by passing information from management to the team and vice versa (including issues, concerns and problems) and ensuring follow-up action was taken.	☒	☐
The Participant's performance was: ☒ Satisfactory ☐ Not Satisfactory		

OBSERVER COMMENTS

1.A

- The Team Work plans involve clear goals and objectives which are assigned to multiple individuals within a team. Each objective was given a completion date which was discussed in a later second meeting. The Team Work plan was monitored by emailing everyone a copy of the plan and also organising another meeting to see what the team have produced. Productivity measures were taken by giving updates through the Skype chat and email trail from the Team Work plan.

1.B

- As the goals for each occasion was to redevelop aspects of the current administration processes the team had the opportunity and were encouraged to be innovative in the planning process and make decisions on how the procedure should be carried out. Once the new procedures were complete another meeting was organised to discuss both good and constructive feedback.

1.C

- Having the initial Team Work Plan meetings help outlines the expected outcomes of each objective and gives the team members a clear understanding of the works allocated not only to the individual but the whole team. There's encouragement for the team to take responsibility for their own work and communicate their action plan regarding their new procedure at the second meeting. The team also needs to be mindful that this is a group effort and to use the Skype chat and the email trail from the Team Work Plan as a forms of communication.

-The Team Leader showed support to the team by giving the team good and constructive feedback and having an open-door policy if there were any problems with their tasks. It showed that the Team leader is part of the team and that they care about getting the procedures streamlined, which can help show the organisation in a good light to external contacts.

1.D

- At the initial Team Work plan meetings management wasn't required because it's a discussion between the admin team. However, after the new procedures were completed management is required at the second meeting. As they need to approve all new procedures for operations purposes, in a likely event of an organisation audit. Due to audits, management will be kept in the loop of any changes to the procedures.

Team Work Plan Meeting

Date: 01/11/19

Next meeting: 14/11/19

Attendance:

Bethan	✓
Millie	✓
Olivia	✓
Zoe	✓
Tiana (Team Leader)	✓

Goal: As a team redevelop the company motor vehicle procedures. This is an opportunity to become innovative with your chosen procedure. It gives you a chance to show how you think the procedure should be carried out in the workplace.

Objectives	Responsibility assigned to	Completion Date
1. Tracking vehicle services	Zoe	01/12/19
2. Vehicle breakdown procedure	Olivia	01/12/19
3. Fuel Expenses statement breakdown	Bethan	01/12/19
4. Vehicle transfers/loans	Millie	01/12/19

General notes discussed from Team Leader:

- Each team member is to be delegated a procedure that they are to redevelop. Feedback will be provided next meeting.
- A Skype chat will be set up to discuss your assigned procedure. This chat can be used for any good suggestion/ problems and to keep everyone updated as to how you are going.
- If you come across any issues/problems ensure to try and resolve it first yourselves before coming to me. If you do need my help come to me with possible solutions and we can discuss the best plan of action
- Even though everyone is working on their individual projects, its encouraged that everyone works as a team which includes:
 - Providing support if someone else is falling behind,
 - Letting me know if you have completed your task before the due date, so we can discuss new work

- At the next meeting management will be present to review the new procedure and give comments. Its important for them to stay informed with procedure changes due to company audits that are likely to happen
- Todays meeting will be emailed to you all, so we can all refer back and be mindful of others tasks.

Tracking Vehicle Services Spreadsheet

REGOS	LAST SERVICE (KMS)	KM'S AT TIME OF SERVICE	DATE OF LAST SERVICE	NEXT SERVICE DUE BY KM'S	NEXT SERVICE BY DUE DATE	RECENT KMS	KM'S DUE TIL NEXT SERVICE
189TDK	140,000	141,125	2/07/19	150,000	2/01/20	149,567	433

Vehicle Breakdown Procedure

1. If you are in an emergency please call, 000
2. If you vehicle is needing to be towed call RACQ Roadside Assist and quote our company policy number: 4568024
3. Once the tow truck is on the way call your manager to ensure they are aware
4. When the tow truck arrives, give them our company mechanic details if you are within radius or take the vehicle to the closest mechanic. Our mechanic details are below:

Kumho Tyre & Auto Servicing
350 Lytton Road, Morningside 4170

5. The tow truck might be able to drop you at the office or if not, someone will be organised to pick you up
6. Once the vehicle is at the mechanic the admin team will look after the rest and ensure you have a spare ute in the interim.

Fuel Expenses Spreadsheet

INVOICE NO.
INVOICE DATE
DUE DATE

NAME	REGO	JOB NO	AMOUNT (EX GST)	AMOUNT (INCL GST)	APPROVAL
TESS VELDINK	189TDK	15084	100.00	110.00	

TOTAL EX GST

GST

TOTAL (INC GST)

PROJECT SPLITS (EX GST)	

Vehicle Transfer/Loan Form

EMPLOYEE NAME:
DRIVERS LICENCE NO.

VEHICLE REGO:
PREVIOUS REGO (IF
APPLICABLE):

REASON FOR USE:
PERIOD OF USE: FROM TO

APPROVAL
SUPERVISOR:
GENERAL MANAGER:

Meeting Minutes - Motor Vehicles

Date: 14/11/19

Attendance:

Bethan	✓
Millie	✓
Olivia	✓
Tess	✓
Tiana (Team Leader)	✓
Jess (Management)	✓

Task	Action Plan/Important notes by assigned person	Team Leader suggestions/comments
Tracking vehicle services - Zoe	This spreadsheet allows for the company to keep updated when services are due instead of relying on the drivers to tell admin (the services can quite often be missed). It also gives us an idea when employees are going to need to borrow spare utes and allows for us to plan and schedule with the mechanic	- Ensure that we are always servicing vehicles by their due kilometres not the date, unless requested by management. When a vehicle is due to be serviced by date, it might be worth bringing it to my attention just in case the vehicle needs to be

		served for a particular reason.
Vehicle breakdown procedure - Olivia	This procedure is vital to be in a company vehicle; it shows the correct procedure if your vehicle was to breakdown or you are in an accident. The 6 clear steps are easy to follow as often people in this situation can get easily flustered.	- Ensure safety measures are included in the procedure i.e. Turning on hazard lights, and if possible, making sure you are in a safe area to be towed
Fuel Expenses statement - Bethan	The fuel expenses spreadsheet shows how much fuel each vehicle is using. Splitting it between each rego allows for an accurate split per project	- Be sure to collect fuel receipts from the drivers this helps them become accountable - A column with the last odometer reading and the current one could be added to show how any kilometres are being driven between statements, some project managers might want this information.
Vehicle transfers/loans - Millie	The vehicle loan form shows who is using the vehicle and who has requested/approved it. It also important for accounts to have this information for payroll. If we need to refer back to who used the vehicle last we have it on record.	- A section could be included at the bottom of the form to show that you have handed over the keys by getting the driver and admins signature. When the vehicle is returned have a look at the vehicle to ensure there are no damages and the fuel cards and toll are still there.

General: Overall each new procedure was completed well and I can see there was a lot of thought put into each. Well-done girls! The suggestion/comments are extra ideas to help the procedure run smoothly. However, for the meantime we can see how the new procedures go and adjust them accordingly. At a minimum all procedures will be reviewed by us and run past management all every 6 months to ensure our procedures are up-to-date.

Team Work Plan Meeting

Date: 02/11/19

Next meeting: 15/11/19

Attendance:

Bethan	✓
Olivia	✓
Zoe	✓
Tiana (Team Leader)	✓

Goal: As a team redevelop the company communication procedures. This is an opportunity to become innovative with your chosen procedure. It gives you a chance to show how you think the procedure should be carried out in the workplace.

Objectives	Responsibility assigned to	Completion Date
1. Requesting communications stock	Zoe	01/12/19
2. Mobile Phone communication spreadsheet	Olivia	01/12/19
3. Tracking outgoing communication stock	Bethan	01/12/19

General notes discussed from Team Leader:

- Each team member is to be delegated a procedure that they are to redevelop. Feedback will be provided next meeting.
- A Skype chat will be set up to discuss your assigned procedure. This chat can be used for any good suggestion/ problems and to keep everyone updated as to how you are going.
- If you come across any issues/problems ensure to try and resolve it first yourselves before coming to me. If you do need my help come to me with possible solutions and we can discuss the best plan of action
- Even though everyone is working on their individual projects, its encouraged that everyone works as a team which includes:
 - Providing support if someone else is falling behind,
 - Letting me know if you have completed your task before the due date, so we can discuss new work
- At the next meeting management will be present to review the new procedure and give comments. Its important for them to stay informed with procedure changes due to company audits that are likely to happen
- Todays meeting will be emailed to you all, so we can all refer back and be mindful of others tasks

Requesting Communication Stock Procedure

1. Go through current communication stock and see what is needed/what we are low on
2. Email external communications company for a quote or go online for a quote
3. Once you've received the quote take to our manager for approval along with the payment slip for them to approve
4. Once its been approved order the goods. When the goods are received update the communication stock spreadsheet and give the invoice and approved paperwork to Accounts to process.
5. Remember to fill out the outgoing communication tracking spreadsheet if you are allocating stock to an employee and also to update the mobile phone communication spreadsheet if you are allocating a new phone.

Template of email:

To: External communications company

Subject: Quote for communication stock

Good Morning,

Can I please have a quote sent through for the following items;

- 2 x iPhone X cases (clear or clear black)
- 2 x iPhone 6/7/8 screen protectors
- 2 x iPhone chargers (Wall port and cord)

Please let me know if you have any issues.

Thanks,

MOBILE PHONE COMMUNICATIONS SPREADSHEET

[illegible]

Tracking outgoing communication stock

[illegible]

Meeting Minutes - Communications

Date: 15/11/19

Attendance:

Bethan	✓
Olivia	✓
Zoe	✓
Tiana (Team Leader)	✓
Jess (Management)	✓

Tasks	Action Plan/important notes by assigned person	Team suggestions/changes
Requesting communications stock - Zoe	The communication stock procedure is important because it ensure that we don't buy too much/ unnecessary stock. It's important to get approval from the manager when purchasing any goods.	- When getting quotes together ensure there is 2-3 so we are getting the best price. This also shows that the right research has been done.
Mobile Phone communication spreadsheet - Olivia	This spreadsheet is vital to keep track of all the mobile phone movements. It will show all the updates/changes in the notes column and your able to see clearly when contracts end and who has what plan etc.	- Ensure the spreadsheet is always getting updated with the correct information - A new column could be added to show who is using the contract hardware as swapping of phones and plans can happen due to the demand at the time.
Tracking outgoing communication stock - Bethan	This tracking sheet shows what stock is going out to employees, people often don't bring back stock when they use it so this helps them have more accountability.	- Another column could be added to show what job the goods are to be costed to if required

General: Again, each procedure was completed well and there was a good amount of effort put into each procedure. The suggestions/changes are minor but management and I believe it will be more helpful when using the procedures, I think these changes should be made before we starting using the procedures. We can set another meeting for one week's time to approve the new suggestions. Overall, a great job with thinking outside the box with these procedures – great innovative ideas that will make our job much easier.

Next meeting – 22/11/19